



# Magellan Telehealth

## Behavioral Health Care – Anywhere Frequently Asked Questions for Members

### What is Magellan Telehealth

This treatment option allows you and your behavioral health provider to have real-time, two-way communication online. Your provider can do almost everything he or she may do during an office visit. You make a secure, private online appointment. Breakthrough is the company that sets up the service.

Access telehealth on a computer at <https://www.breakthrough.com/magellanofne>

Or download the mobile app.

Apple store icon

- Go to the App Store
- Search “Breakthrough Behavioral”
- Download the free app

Google Play icon

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### Who can use it?

State of Nebraska Medicaid members have this option for services through Magellan Behavioral Health of Nebraska

### Do I need special equipment?

You need

1. A smartphone, **or**
2. A computer with:
  - A webcam
  - A microphone
  - Speakers
  - High-speed Internet access

### Is it secure?

Yes. The online system complies with strict privacy standards. All interactions with your provider are private.

- Email communication with your provider takes place on a secure website.
- Video sessions are not recorded. They are encrypted to ensure privacy.
- Nothing is shared with other providers (such as your primary care doctor) without your written consent. \*

\* Except in cases where people are a danger to themselves or others or as otherwise required by law

### Does online therapy cost more than an office visit?

No. You pay the normal behavioral health provider copayment for your appointment. It is the same as an office visit.

### How do I get started?

On a smartphone you can download the Breakthrough mobile app.

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On a computer go to <http://breakthrough.com/magellanofne>

Next there are just three easy steps

1. Search for a provider.
2. Sign up as a member.
3. Schedule an appointment.

Fill out a survey before each appointment. This will check for:

- Changes in your condition
- Your emotional stress

Then your appointment begins!

Your online appointment works like an in-office appointment. Your provider reviews your questionnaire and health record. You talk about your symptoms and/or issues. Your provider will:

- Give treatment
- Diagnose as appropriate
- Prescribe medication if needed

You will decide:

- If you need future appointments
- What steps to take before the next appointment

### Is technical support available?

Yes. You can learn how the website works. Call Breakthrough support at 1-888-282-2522. Test text one